
	REQUEST FOR PROPOSALS (RFP) Amendment		ARIZONA DEPARTMENT OF HEALTH SERVICES 1740 West Adams, Room 303 Phoenix, Arizona 85007 (602) 542-1040 (602) 542-1741 FAX
	RFP No.: HP754259	Amendment No.: 1	Procurement Specialist: Elizabeth Casteel

<u>FAMILY RESOURCE COORDINATION PROGRAM</u>	
Proposals Due Date: May 21, 2007, 3:00P.M. Local Time	
A signed copy of this amendment must be submitted with your RFP Response. This RFP is amended as follows: <ol style="list-style-type: none"> Special Instructions to Offerors, Page 9, Item 2.C is modified as follows: Copy of Uniform Terms and Conditions and Special Terms and Conditions Special Instructions to Offerors, Page 9, Item 2.E, add the following: <ol style="list-style-type: none"> Geographic area to be served. Special Instructions, Page 9, Item 2.H. is revised to read: Completed Price Sheet – Offeror shall provide a Unit Rate in the space provided on the Price Sheet, page 35. Page 27, OBJECTIVE, is deleted in its entirety and replace with the following: Provide Family Resource Coordination (FRC) in the geographical area described by the contractor in the response to the RFP. FRC will assist children, youth, and families with eligible medical, behavioral, and/or developmental delays in accessing and/or receiving comprehensive service delivery. <div style="text-align: right;">(cont'd)</div>	
All other provisions shall remain unchanged.	
Vendor hereby acknowledges receipt and acceptance of above amendment and that a signed copy must be filed with the Procurement Office before the effective date.	The above referenced Contract Amendment is hereby executed this _____ day of _____, 2007 at Phoenix, Arizona
Signature / Date	Procurement Officer:
Authorized Signatory's Name and Title:	
Contractor's Name:	

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5. To Page 28, B. SERVICES TO MEMBERS, add the following task 18:


18. Provide Family Resource Coordination services in the geographical area described by the contractor in the response to the RFP.

6. To Scope of Services, Page 28, Item A.6, Paragraph 1, add:

Should staff providing forty (40) hours per week of Family Resource Coordination be assigned less than forty (40) members, Offerors shall include an explanation to justify the caseload.

Questions and Answers:

- **Q:** Regarding Uniform Instructions to Offerors, page 7, Item E.2, are prompt payment discounts mandatory? And if they are given, is it correct that they will be applied to the Price Sheet during Evaluation?
A: Prompt payment discounts are not mandatory. They will be applied to the Price Sheet for evaluation, if they are given.
- **Q:** Regarding Special Terms and Conditions, Page 20, Paragraph 6, Licenses, are licenses to be required for administrative staff?
A: If any license is required by local, state or federal law, it will be required for the contract.
- **Q:** Regarding Scope of Work, Page 28, Section A.7, are Offerors required to have someone on-call for this purpose?
A: No. It is up to the Offeror how to meet this requirement.
- **Q:** Can the Contractor differentiate between family “needs” and family “desires”?
A: Yes.
- **Q:** Can hospital Progress Notes be used for the Contact notes?
A: No, contact notes must be completed on the ADHS forms (Scope of Work, Page 29, Item B.5, Paragraph 3)
- **Q:** Is the Roster of Active Families available through ADHS?
A: No. Please use the established forms. (Scope of Work, Page 31, Item C.10)
- **Q:** How often do Contact notes need to be submitted?
A: Contact notes can be done at anytime within thirty (30) days after the end of the month being reported. They can be sent electronically, but are not required in that format.
- **Q:** Regarding Scope of Work, Page 31, Item C.4, is this something new?
A: No, it simply has not been addressed before. Because the Governor’s Office facilitates this event, ADHS is not aware of prospective locations. Information about the Round Table can be found at <http://www.azheadspine.org/index.asp>.
- **Q:** Will the Contractor be responsible for reproducing and providing brochures and educational materials?

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A: No, ADHS will provide them. (See Scope of Work, Page 31, Item C.7) The materials are currently being updated.

- **Q:** Is there a signature page required to be sent with the monthly billing invoice?

A: Yes, a signature page must accompany the monthly billing invoice. (See Scope of Work, Page 31, Item C.10.a) Contact notes may be mailed with it. (See Scope of Work, Page 33, Item VIII.O)

- **Q:** Is the Business Continuity and Recovery Plan indicated in the Scope of Work, Page 32, Item C.11 required to be included with the Proposal?

A: No, the Plan will need to be submitted after award in accordance with Scope of Work, Page 34, Paragraph VIII. Deliverables, Item Q.

- **Q:** Scope of Work, page 33, Item VII. C. requires approval from ADHS for the Offeror's Internal Policy and Procedure Manual. Does ADHS want to see the whole Manual, or only the parts related to this Program?

A: Just the parts related to this Program.

- **Q:** What is the expected turn-around time for getting approval for DCS from ADHS?

A: It is expected to be quick, about three (3) to five (5) days. If it is an emergency, it may be within twenty-four (24) hours.

- **Q:** Does ADHS need to give prior approval for use of a DCS subcontractor?

A: No, just for the DCS service.

- **Q:** Regarding DCS, ADHS is a last resort, correct? Also, is the Contractor to be capable of DCS?

A: Yes, ADHS should be the last resort for funding of DCS. The Contractor does not have to be able to provide DCS itself, but should have some means of obtaining it when needed.

- **Q:** What is the expected turnaround time for reimbursement?

A: From when the time the Program receives the invoice, it is generally in Procurement within two (2) weeks. Of course, if there are errors or omissions, this process will take longer.

- **Q:** Regarding the Price Sheet, does ADHS want a budget breakout?


A: No, just a Unit Rate. Everything the Offeror will need to accomplish the requirements in the RFP should be included in the Unit Rate. The only separately charged items will be the Mileage and DCS.

- **Q:** Are Family Resource Coordinators to be billed hourly?

A: No, they are to be included as administrative costs.

- **Q:** Will trainings be eligible expenses to charge Mileage for?

A: Yes, if the trainings are directly related to this Project.

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- **Q:** Regarding the Policies and Procedures Manual, Item **2.7.1**, Household Expenses, does that include household modifications?

A: No, Household Expenses primarily mean emergency situations, i.e. utilities being shut off.
- **Q:** The Policy and Procedure forms are quite small on the website and so are hard to read.

A: The forms had to be shrunk to fit into the pdf format required for posting to the website. They will be larger and mostly in electronic format. As such, they will be easier to read than those shown on the website.
- **Q:** What is the average length of time a child remains in this service? Could it be for their entire childhood, or do the transition out when they are linked to appropriate community resources? If they "drop" the service can they be re-enrolled?

A: The amount of time a client spends in the program varies with the clients and their needs. Age limits and re-enrollments are discussed in Chapters 1, 2 and 4 of the Policies and Procedures Manual.
- **Q:** I am still confused in regard to the expectations and RFP requirements surrounding Direct Care Services as they relate to Family Resource Coordination Program.

A: Offerors are to indicate a Unit Price for Family Resource Coordination Services on the Price Sheet in fifteen (15) minute increments. All Family Resource Coordination Services shall be documented on the various forms provided by ADHS.

Mileage reimbursement by ADHS to the Contractor shall be reimbursed according to the Arizona State mileage Reimbursement Rate.

- **Q:** What is the approximate number of clients in Pima County? How many billable hours in my County were there?

A: For more helpful statistics, Offerors may cut and paste the following web addresses into their browsers:

<http://www.azdhs.gov/phs/ocshcn/index.htm>

<http://www.azdhs.gov/phs/oscshcn/family-resource-coordination-manual.htm>

- **Q:** Who are the current providers?

A: The current providers are as listed below:

HUMMINGBIRD EARLY INTERVENTION SVCS LLC
BLAKE FOUNDATION
REM-ARIZONA REHABILITATION INC
COCONINO COUNTY DEPARTMENT OF PUBLIC HEALTH
YUMA REGIONAL MEDICAL CENTER
YAVAPAI COUNTY HEALTH DEPARTMENT
GILA COUNTY ASSOCIATION FOR RETARDED CITIZENS
CATHOLIC HEALTHCARE WEST ARIZONA
NORTHLAND THERAPY SERVICES INC